A.

(1) Yes, we prefer the ones that are easily moved around, and you can easily adjust the height.

(2) Our welder is useful for repairing tools.

(3) Yes used cables for front, new for rear. Never housing,

(4) Never re-use bearings because they're so cheap.

(5) used spokes yes, never used rims.

(6) we use linseed oil., always new nipples.

(7) Yes we sell used parts about 50% new and used. 50%

(8) We don't sell new bikes, but we have about 10 wholesale accounts for parts, other shops help sometimes

(9) We have a great relationship with other shops in Victoria. They sometimes call us for help and vice versa. 2 other shops in Victoria is with used parts / bikes. Friendly with both.

(10) Yes we rent bikes. No credit card needed we will take a $100 Cash Deposit. $20/day $80/week.

(11) Yes, a failed attempt at bike share. At first we accepted their junk, then after 100 bikes or so, we told them to take them elsewhere.

B.

(1) We don't mix and match because it doesn't work. Friction always works.

(2) We don't rebuild any index shifters, however we find pouring boiling water will fix an index shifter will often melt the sticky grease and get it working again.

(3) We usually suggest investing in high quality tires. Marathon plus.

(4) Yes, we have a solvent bath. Wurth eco wash.

(5) I once wasted a whole day trying to re-align a fork. Never waste time on that again. apparently you need a jig.
We cold-set the rear triangle all the time on steel bikes only. No issues.

(6) First, we warn the costomer that we may rip off the S.S. and therefore wreck the frame. also they pay for our time whether or not we are successful.
50% ATF 50% acetone. works best
lay bike on side, use monkey wrench, step down
Set half hour time limit, on energy expenditure.

(7) We patched tubes for many years. we don't any more as it wasn't cost effective.
But we recycle many tubes from bikes that are donated by blowing them up and letting them sit for days before rolling them up
we sell new for $10 used + checked $5.

(8) We have repaired a hand ful of carbon bikes with success. Some have been holding up for 10 years.

(9) We have decided to side-step all electric bike repairs including flats, cables, etc Because they are too heavy, very expensive (if we mess something up), We are already very busy with our niche (used regular bikes) and no-one here is interested in them. Nothing against them, we just decided to stick with what we're good at.

(10) Some things that we use all the time, and I don't know how we lived without them for so long previously.

BB threading tool.
Bike bath
Parts ~~washer~~ Washer.
Stein BB helper tools.
Dremel tool

C

① Yes. One class is held twice a week. it's 3 hrs. $45. plus parts.
Maximum 3 persons/class
They bring in their bike, and we guide them on any repairs that their bike may need.

The other is "Build your own bike"
It's 15 hrs $300 plus parts
The person builds a bike from the ground up
It's held in the evenings

② Before Covid started we would let people drop in by the hour and they would have access to tools, stands, and verbal instruction

③ Run new Ideas past my employees and listen to their input. Try their suggestions.

④ We tell the customer that we can only make it so good because the department store bikes are supposed to be disposable.
We write ABAP on the repair tag
Meaning: As best as possible.

⑤ It has never come up.

(6) We closed for a month at first
We stopped doing classess for 6 months.
Now we have our classes back with
less capacity (raised our prices to balance it out)
The government requires us to check
if they've been vaccinated to attend
the class.

(7) I would feel comfortable speaking
with the media.

(8) Ryan Harris. - Owner.
Recyclistasbike@gmail.com

(9) I already forwarded it to the
2 people I know that have a lot
of experience in this realm.
Milenkovitch 86 and Jesse Cooper.

Please feel free to phone me for
clarification or additional questions.

I think this book idea is awesome,
and I thank you for taking it on.

- Ryan Harris.